

# **EXHIBIT 41**

| ISSUE | _11_23_2014 | _11_30_2014 | _12_07_2014 | _12_14_2014 | _12_21_2014 |
|-------|-------------|-------------|-------------|-------------|-------------|
|       |             |             |             |             |             |

12\_28\_2014 \_01\_04\_2015 \_01\_11\_2015 LAST\_52W PREVIOUS\_52W



**0627**

CADETAIL

| ISSUE | case_id | created | orVin | series_name |
|-------|---------|---------|-------|-------------|
|-------|---------|---------|-------|-------------|

|       |          |          |                        |         |
|-------|----------|----------|------------------------|---------|
| OTHER | K2867376 | 1/9/2015 | 5XYKU4A74FG [REDACTED] | SORENTO |
|-------|----------|----------|------------------------|---------|

CADETAIL

|       |          |                       |            |         |
|-------|----------|-----------------------|------------|---------|
| OTHER | K2869948 | 1/13/2015 5XYKUDA74EG | ██████████ | SORENTO |
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CADETAIL

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| OTHER | K2868776 | 1/12/2015 KNAGM4AD1C5 | OPTIMA<br>HYBRID |
|-------|----------|-----------------------|------------------|

CADETAIL

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|-------|----------|-----------------------|------------------|
| OTHER | K2870346 | 1/14/2015 KNAGM4AD6B5 | OPTIMA<br>HYBRID |
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CADETAIL

series\_year

2015



CADETAIL

2014

CADETAIL

2012

CADETAIL

2011

CADETAIL

history

\*\*\* NOTES 01/13/2015 02:56 PM Pacific Daylight Time SMarino Action Type:Dealer contact  
Received email - pictures reviewed

Sent email to Tracy Hebert , service mgr @ LA040

1. After reviewing pictures: there is not any obvious sings of cause of the sunroof shatter, either due to external impact or not.
2. Advised KMA has authorized replacement of the sunroof as a one-time good will gesture on the behalf of the customer.

\*\*\* PHONE LOG 01/13/2015 03:13 PM Pacific Daylight Time SMarino Action Type:Outgoing call  
Called customer - spoke to Salvador Hernandez  
Writer advised

1. KMA has reviewed the pictures of the sunroof that the dealer supplied
2. After investigating and reviewing the pictured that were provided by LA040, there are no obvious signs of cause for sunroof shatter, either due to external impact or not
3. Kia Motors has authorized replacement of sunroof as one-time goodwill gesture

Mr.               stated:

1. What if this happens again
2. What happens if my child gets hurt next time
3. I am going out of town for a few day - do I have to pay for the rental if I can not pick up the vehicle until I get back. I am leaving tomorrow and I wont be back in town until monday 1/19.

Writer advised

1. Again - there are no obvious signs of cause for sunroof shatter, either due to external impact or not - Kia Motors has authorized replacement of sunroof as one-time goodwill gesture
2. Advised customer could only deal with current issue
3. Writer advised would cover rental until 1/20/15

\*\*\* PHONE LOG 01/13/2015 03:14 PM Pacific Daylight Time SMarino Action Type:Outgoing call  
Called dealer, LA040 - left vmail for Tracy Hebert

CADETAIL

~~Customer stated hearing test being~~  
3 Customer stated saw their sunroof had shattered

Writer states:

- 1 Gave case number
- 2 Advised to have customer call in to initiate claim
- 3 Advised to contact dpsm if have not done so already

\*\*\* NOTES 01/14/2015 03:01 PM US Mountain Standard Time BSherrick Action Type:Dealer contact  
Jake @ UT011

- 1, Want to know if we are authorized to repair this car yet

Writer stated:

1. This case is at NCA
2. Provided number to NCA
3. They will have to advise you of the status

\*\*\* PHONE LOG 01/14/2015 02:26 PM Pacific Daylight Time SMarino Action Type:Incoming call  
Received call from dealer, UT011 - Spoke to Chris Milligan, service mgr

1. Reviewed case with Mr.Milligan
2. Advised need pictures
3. Gave email addrss and direct phone #

\*\*\* PHONE LOG 01/14/2015 04:13 PM US Mountain Standard Time SBuchanan Action Type:Incoming call  
Cust states:

1. Needing to know if need to start insurance claim or if you are covering this

Writer states:

1. Apologized
2. Advised will have email sent for request of follow up

\*\*\* NOTES 01/14/2015 04:14 PM US Mountain Standard Time SBuchanan Action Type:Internal  
Writer sent email to TL RHall request NCA follow up

CADETAIL

\*\*\* PHONE LOG 01/12/2015 01:33 PM US Mountain Standard Time JSinclair Action Type:Outgoing call

Wtr called customer who states:

1. The owner of the vehicle is
2. Complaint of sunroof **exploding** while driving
3. The phone # for the customer is

Thanked and call ended

\*\*\* PHONE LOG 01/12/2015 01:33 PM US Mountain Standard Time JSinclair Action Type:Outgoing call

Wtr called customer who states:

1. I was driving and the sunroof just broke

Wtr states:

1. Apologized

( wtr took script )

2. Please allow two days for your case to be reviewed and for customer to be contacted

Thanked and call ended

\*\*\* NOTES 01/12/2015 02:47 PM US Mountain Standard Time JSinclair Action Type:Dealer contact

Dispatching case to NCA

Customer alleges sunroof **exploded** while driving  
report taken, pictures attached to case

\*\*\* PHONE LOG 01/13/2015 09:59 AM Pacific Daylight Time SMarino Action Type:Outgoing call

Called dealer, VA026 - spoke to Joseph Butkiewicz, service mgr

1. Writer reviewed case with Mr. Butkiewicz
2. Writer requested pictures
3. Writer gave direct phone # and email address

\*\*\* NOTES 01/13/2015 02:49 PM Pacific Daylight Time SMarino Action Type:Dealer contact

Received email - pictures reviewed

Sent email to Joe Butkiewicz , service mgr @ VA026

1. After reviewing pictures: there is not any obvious signs of cause of the sunroof shatter, either due to external impact or not.
2. Advised KMA has authorized replacement of the sunroof as a one-time good will gesture on the behalf of the customer.

CADETAIL

\*\*\* PHONE LOG 01/14/2015 09:26 AM US Mountain Standard Time MBurgess Action Type:Ltr/email/fax sent

Randy Weller stated

1. I was driving and the sunroof exploded
2. I was doing research it said this was a known issue
- 3 I just want it fixed if its faulty
4. Its at my house now
- 5 I was close to home so i drove it home

wtr stated

1. Apologized
2. Advised KIA will get involved
3. Advised wtr will complete report
- 4 Advised NCA will contact customer regarding concerns
- 5 KIA will repair veh for any defects of KIA
- 6 Provided case#

Randy Weller stated

- 1 Ok thanks

\*\*\* NOTES 01/14/2015 02:42 PM US Mountain Standard Time MBurgess Action Type:Dealer contact  
Dispatching to NCA for handling

- 1.Customer alleging sunroof exploded while driving
- 2 Wtr completed report
3. Cust requesting veh be repaired

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| MDL | MY | MDL_CD | DATE_MFG | DATE_WHL | DATE_TIS | PROJ |
|-----|----|--------|----------|----------|----------|------|
|-----|----|--------|----------|----------|----------|------|

|    |           |  |           |           |           |          |
|----|-----------|--|-----------|-----------|-----------|----------|
| XM | 201574242 |  | 9/15/2014 | 9/23/2014 | 9/30/2014 | 2014-709 |
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| XM | 201474442 | 12/2/2013 | 12/18/20133/26/2013 | 2013-812 |
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## CADETAIL

| RTL_YR | MCD_OPT | CD_ACC | DLR | DLRNAME | ST |
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|         |    |   |       |                |  |
|---------|----|---|-------|----------------|--|
| 2014-09 | 60 | AC BA1<br>BA6 BD4<br>BD5 HB6<br>HB7 LO7<br>PK2 SN7<br>CM CN CO<br>IL MUG<br>SPL TO 11<br>18 | LA040 | DEALERSHIP ILA |  |
|---------|----|---|-------|----------------|--|

CADETAIL

|         |    |   |       |                                       |
|---------|----|---|-------|---------------------------------------|
| 2014-03 | 50 | BA1 BA2<br>BA4 BA6<br>BA9 HB6<br>HB7 LM5<br>LO7 PK2<br>TSA CM<br>CN CO 11<br>18 | UT011 | FIRST<br>CHOICE CAR<br>SALES, INC. UT |
|---------|----|---|-------|---------------------------------------|

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| da | ISSU PFP | WEEK |
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9/2/2014

1/4/2015



CADETAIL

11/27/2013

1/11/2015

CADETAIL

1/11/2015

CADETAIL

1/11/2015